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|--|----------------------|---------------------------------------|
|  | GROUP BOD | MODEL 2014MY Forte (YD) |
| | NUMBER 126 | DATE February 2016 |
| TECHNICAL SERVICE BULLETIN | | |
| SUBJECT: COMBINED TSB / SERVICE ACTION: REAR DOOR WINDOW MOTOR REPLACEMENT (SA 214) | | |

This bulletin describes the procedure to replace both rear door power window motors on some 2014MY Forte (YD) vehicles, produced from February 1, 2013 through September 30, 2013, which may exhibit an inoperable rear door power window(s). Kia is requesting the completion of this Service Action on all affected vehicles. Before conducting the procedure, verify the vehicle is included in the list of the affected VINs.

For vehicles not on the Affected Vehicles list, but with a customer concern as described above, perform the following procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 6.



*** NOTICE**

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Repair status for a VIN is provided on WebDCS (Service> Warranty Coverage> Warranty Coverage Inquiry> Campaign Information). Not completed Recall / Service Action reports are available on WebDCS (Consumer Affairs> Not Completed Recall> Recall VIN> Select Report), which includes a list of affected vehicles.

This issue number is SA 214.

File Under: Body

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- Circulate To:** **General Manager** **Service Manager** **Parts Manager**
 Service Advisor(s) **Technician(s)** **Body Shop Manager** **Fleet Repair**

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SERVICE PROCEDURE:

1. Open the door.

 **CAUTION**

Be sure to wear disposable gloves throughout this procedure to avoid soiling the interior trim panels.



2. Use a non-marring trim panel tool to remove the door handle trim piece, as shown.

 **CAUTION**

Use a non-marring trim removal tool (such as Snap-on® P/N PBN5 or equivalent) to avoid damaging trim pieces.



3. Remove one (1) screw from the coin pocket area of the door panel.



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4. Use a non-marring trim panel removal tool to remove the mat from the coin pocket area, as shown.



5. Remove one screw from the coin pocket area of the door panel.



6. Dislodge the bottom portion of the door panel using a non-marring trim panel removal tool.



CAUTION

Use a non-marring trim removal tool (such as Snap-on® P/N PBN5 or equivalent) to avoid damaging trim pieces.

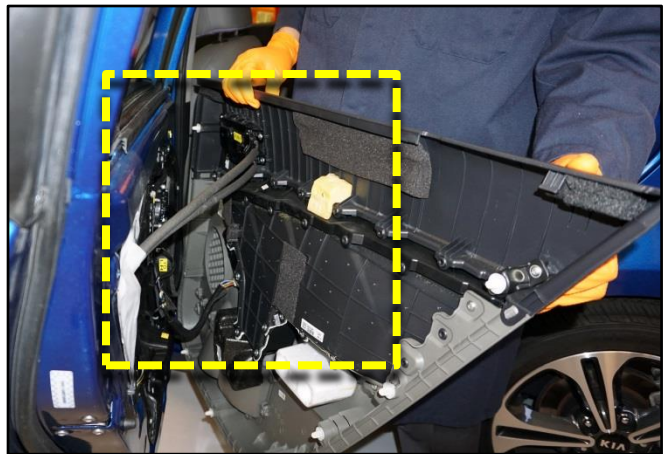


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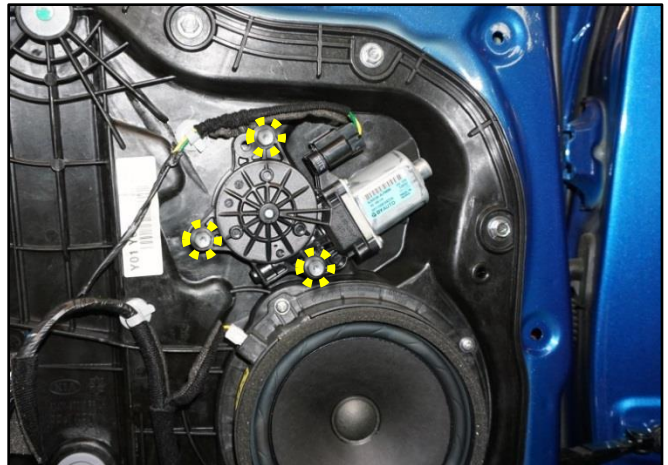
7. Pull the door panel from the map packet to dislodge it from the door.



8. Disconnect the door handle cables and the power window switch connector to remove the door panel.

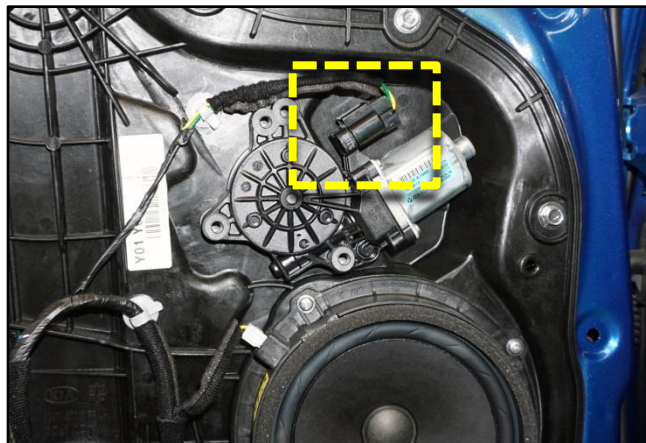


9. Remove three (3) screws securing the window motor to the door module.



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MOTOR REPLACEMENT (SA 214)**

10. Disconnect the wire harness connector from the window motor.




11. Install the new window motor by reversing the removal steps.
12. Reinstall all other removed components by reversing the removal steps.
13. Cycle the affected power window several times to test for proper function.

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AFFECTED VEHICLE PRODUCTION RANGE:

| Model | Production Date Range |
|------------|--|
| Forte (YD) | From February 1, 2013 through September 30, 2013 |

REQUIRED PART:

| Part No. | Part Name | Qty. | Figure |
|---------------------|--------------|------|---|
| 83450 A7000QQK (LH) | Window Motor | 1 |  |
| 83460 A7000QQK (RH) | | 1 | |

SERVICE ACTION CLAIM INFORMATION:

| Claim Type | Causal P/N | Qty. | N Code | C Code | Repair Description | Labor Op Code | Op Time | Replacement P/N | Qty. |
|------------|-------------|------|--------|--------|--|---------------|---------|-----------------------------------|--------|
| V | 83450 A7000 | 0 | N99 | C99 | (SA 214) Window Motor Replace (Both Sides) | 150107R0 | 0.5 M/H | 83450 A7000QQK and 83460 A7000QQK | 1 1 |

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the Affected Vehicles list for Service Action 214.
3. The vehicle model year and production date range are as identified in this bulletin.

| Claim Type | Causal P/N | Qty. | N Code | C Code | Repair Description | Labor Op Code | Time | Replacement Parts | Qty. |
|------------|-------------|------|--------|--------|---|---------------|---------|-----------------------------------|--------|
| W | 83450 A7000 | 0 | B13 | ZZ1 | (BOD 126) Window Motor Replace (Both Sides) | 83450F00 | 0.5 M/H | 83450 A7000QQK and 83460 A7000QQK | 1 1 |

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA 214 when accessing the WebDCS system.